

**Operations Chief Meeting
July 28-29 1999
DCMC Cleveland**

Presentation and Opening Remarks by Ms. Jill Pettibone

Ms. Pettibone started off the meeting by thanking Col. Bliss for hosting the Operations Chief Meeting. The attendees introduced themselves.

Ms. Pettibone explained the purpose of the Ops Chiefs meetings -- to foster a "virtual" ops organization between HQ and Districts, and why they are held in CAOs several times a year -- to enable the real working level to be part of "real-time" discussions.

Ms. Pettibone said that there are a lot of items on the agenda relevant to the CAO in order to give them the opportunity to provide input. They were encouraged to participate in all the topics of discussion, and bring up any other areas they wanted discussion on. They were also told that the Headquarters or District personnel were available by email if they wanted to get in touch with anyone of them later.

At the request of the CAO, Ms. Pettibone gave a brief history of the ongoing efforts on QA Certification. The Aug Ops Chiefs meeting will cover the plan and milestones to train all the CAOs in how to implement the new approach. The training package is being developed and will be given by SFAs and SMEs. The supervisors and managers will be included in the training.

Action Item Review, Mrs. Izzie Mooney

Action Items Closed as of the July Ops Chief Meeting:

OP0081- DCMDE-OG - January Action Item #2
OP0089- DLSC-LDD/ DCMC-OB - March Action Item #4
OP0102 - DCMC-OB - June Action Item #1

Current Action Items Open as of the July Ops Chief Meeting:

1. OP0098- DCMC-OC - April Action Item #3
2. OP0099 - DCMC-OA - May Action Item #2
3. OP0100 - DCMC-OA - May Action Item #3
4. OP0101 - DCMC-OA - May Action Item #4
5. OP0103 - DCMC-OG - June Action Item #2
6. OP0104 - DCMCC-CC - June Action Item #3

Additional Action Items from the July Ops Chief Meeting:

1. OP0105: DCMC-OG/DCMC Cleveland, Col. Bliss
July Action Item #1: DCMC Cleveland to put together a recent package identifying problems experienced with DFAS on Fast Pay contracts with the SADBUS contractor.
2. OP0106: DCMC-OG/ DCMDE, Ms. Ella Studer/ Ms. Molly Marshall
July Action Item #2: Joint Action with DCMC HQ and Districts to formulate Alliance Concept with Goodyear.
3. OP0107: DCMC-OG; Ms. Ella Studer/ Ms. Vivian Hill
July Action Item #3: Provide a "run" of all Fast Pays. Identify where all Fast Pays are coming from.
4. OP0108: DCMC-OG; Ms. Ella Studer/ Col. Bliss

July Action Item #4: Articulate a strategy for B&S Transport to become electronic. Possibilities include using the efforts of the Navy Reservist or ECRC.

5. OP0109; DCMC-OG/ DCMDE-OOF; Mr. Mark Melnyk/ Mr. Danny Schuster

July Action Item #5: Set-up a meeting with DFAS concerning the MOCAS IPT on CLINS/Del Schedules. Schedule briefing with at least 2 CAOs.

6. OP0110; DCMC-OG; Ms. ELLA STUDER

July Action Item #6: Ms. Ella Studer to send a thank you note to DSCP. Appreciated the opportunity to meet with you.

7. OP0111; DCMC-OG/ DLSC-LDD/ DCMDW; Mr. Frank Guerrero/Mr. Steve Spiker

July Action Item #7: Put together a briefing on issues on Packaging Specialist. Incorporate Ops Chiefs recommendations.

8. OP0112; DCMDE-O; Ms. Molly Marshall

July Action Item # 8: Ms. Marshall was tasked to find out about computer and Staff Contracts. This has to do with computer contracts where the PCO is no longer there but people still ordering off the contract.

9. OP0113; DCMC-OG; Mr. Ron O'Daniell

July Action Item #9: Update the Bill of Rights to include LtCol. Yandik's team.

OP0114; DCMC-OG; Mr. Ron O'Daniell

July Action Item #10: This is in reference to the Bill of Rights. Revise the Bill of Rights to incorporate analysis of the data, the highs (#s outside the range), what did we miss, root causes.

10. OP0115; DCMC-OG; Ms. Ella Studer

July Action Item #11: Develop IPT to review workload/manning for safety. Note: to incorporate with PBAM; DCMC-OG/ Ms. Ella Studer

11. OP0116; DCMC-OG; Ms. Patsy Oburn

July Action Item #12: Write info letter to identify the relationship of Apex and the readiness issues.

Town Hall, Ms. Jill Pettibone

During the Town Hall, the following questions were taken back as action items. The questions are being researched and the answers are being provided below.

Question 1. Mr. Russell Thompson stated there were currently 13,000 people in DCMC. What will the number of employees be in 5 years?

Answer: According to the glide slope, the number of DCMC employees is estimated to be at 11,774 in FY 04. The June 7, 1999, Board of Directors briefing which is posted in the DCMC homepage at <http://www.dcmc.hq.dla.mil/teaminfo/AQB/briefing.htm> has the glide slope in chart number 4.

POC: Mr. Michael Carter, DCMC-OC, Supplier Operations, 703-767-2446, michael_carter @hq.dla.mil.

Question 2. Someone asked where he or she could find additional EDW information on the Home Page?

Answer: The URL is <http://www.dcmc.hq.dla.mil/centers/paperless/edw/index.htm>

POC: Mr. David Robertson, DCMCC-J, Paperless Contracting Center, 703-767-3351,

david_robertson@hq.dla.mil

Question 3. Mr. Doug Magale asked if Cleveland would be counted as fully deployed even though not everyone was hooked up to EDW due to the remote sites?

Answer: Cleveland will be counted as fully deployed. Contract Administration Offices have been given a number of options for addressing the problem of slow connection speeds for remote users trying to access EDW. Those options include simply accepting that the data connection rates will be slow; transmitting documents to remote users by mailing computer diskettes; and downloading documents to be saved to the remote user's local hard drives. Any of those options counts as full deployment. As for the general problem of slow remote user connection speeds, DCMC is exploring a number of short-term solutions that might alleviate the impact. (Those include making applications Worldwide Web accessible and/or less bandwidth intensive.) However, we will not be able to achieve a true long term solution to slow remote user connection rates until "broadband" services (e.g., cable modem service, Digital

Subscriber Lines) become widely available at reasonable prices. That probably will not happen for several more years.

POC: Mr. Mike Williams, DCMCC-AB, Command Information Officer, 703-767-3351, mike_williams@hq.dla.mil.

Question 4. They were having a problem with access to SDW. A new server would help. Need to find out the status of getting a new server, which would allow more access.

Answer: We are currently assessing the ability of the SDW to support our planned volume of users and how to maximize the number of users who can access the system. This may include obtaining a new server, indexing the data to improve the efficiency of queries, improving telecommunications or a combination of the above. The assessment will be completed this month and a plan will be developed and implemented in October 1999.

POC: Mr. David Guinasso, Paperless Center, DCMCC-J, 703-767-3441, david_guinasso@hq.dla.mil

Question 5. Mr. Bill Schapel asked if the info letter on the relationship of Apex and the readiness issues were on the web. Ella said she would verify that the memo was on the web.

Answer: Information Memorandum No. 99-276, Customer Use of Support Contractors for Backorder Reduction (INFORMATION), dated August 25, 1999, is posted in the DCMC homepage at <http://www.dcmc.hq.dla.mil/onebook/4.0/4.4/dc99-276.htm>.

POC: Ms. Patsy Oburn, DCMC-OB, Contract Technical Operations, 703-767-3350, patsy_oburn@hq.dla.mil.

Topics Covered During the July Ops Chief Meeting:

1. Small Dollar Contracts; DCMC-OB/ Ms. Ella Studer
2. ODO (Other Disbursement Office) Contracts; DCMC-OB/ Ms. Vivian Hill
3. Low Dollar Value Contracts Administered by DCMC Cleveland/ DCMC Cleveland/ Mr. Bob Freiden
4. MOCAS IPT on CLINs/ Delivery Schedules; DCMC-OB/ Mr. Mark Melnyk; DCMDE/ Mr. Danny Schuster
5. Clothing & Textiles Lead Agent; Round Table discussion
6. Contractor Alliances/ CMI; DCMC-O/ Ms. Jill Pettibone
7. Packaging Specialists & Management; DCMDW/ Mr. Steve Spiker
8. District Bill of Rights Data for May & June; DCMC-OB/ Ms. Ella Studer
9. Discussion of CPSR Issues/ Supplier Electronic Commerce, Pilot with Army; DCMC-O/ Ms. Jill Pettibone

Tentative Topics for Future Ops Chief Meeting

1. Certification/ Recertification PAT; DCMC-OG/ Ms. Georgeanna Adams
2. DCMC Software CAS Integrated Plan; DCMDE-SS/ Lt. Col. Robert Lang/Ms. Becky Grant
3. CPSR: How far should we push? What should we be doing?; Mr. Syd Pope
4. Brief Terminations concerning MG Malishenko and his comments;
5. Strategic Alliances; Ms. Molly Marshall along with POCs from District and SPI/ Ms. Barbara Foss-Fisher/ LtCol Karen Osborn and MRM #10 POCs.
6. EVMS Maturity Model; Mr. Bill Gibson

The Schedule of future Ops Chief Meetings in CY99

Aug 26 - Ft. Belvoir

Sep 13 - Ft. Belvoir

Oct 14/15 - DCMC Van Nuys

Nov 18 - Ft. Belvoir

//signed//

Ms. Jill Pettibone

List of Attendees:

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